FCC Fo	rm 481 - Carrier Annual Reporting Data Collection Form	A God Lat		FCC form 481 ONE Control No. 3000-0986/08 July 2013	NB Control No. 3060-0819
<010>	Study Area Code	100015			
<015>	Study Area Name	COMMUNITY SERVICE			
<020>	Program Year	2015			
<030>	Contact Name: Person USAC should contact with questions about this data	Barbara Galardo			
<035>	Contact Telephone Number: Number of the person identified in data line <030>	2075354126 ext.			
<039>	Contact Email Address: Email of the person identified in data line <030>	bgalardostairpoin	c.coa		
ANNU	AL REPORTING FOR ALL CARRIERS			Con	4,313 54,422 npletion Completion quired Required
<100>	Service Quality Improvement Reporting		(complete a	ttoched worksheet)	· IIIII
<200>	Outage Reporting (voice)		(complete o	(toched worksheet)	1 1
<210>	< check box if no	outses to report			WILLIA V
<300>	Unfulfilled Service Requests (voice)				
<310>	Detail on Attempts (voice)				\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \
				lattach descriptive document)	
<320>	Unfulfilled Service Requests (broadband)				\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \
<330>	Detail on Attempts (broadband)			fottoch descriptive document	· Allilli
<400>	Number of Complaints per 1,000 customers (voice)				
<410>	Fixed				1 1 1
<420> <430>	Mobile 0.0 Number of Complaints per 1,000 customers (broad)	Channe		_	
<440>	Fixed	58110)			· 311111
<450>	Mobile 0.0 Service Quality Standards & Consumer Protection R	ulas Comalianes	55		
<500>	100015xe510.pdf	ules Compilance	(check to li	dicate certification)	7 7
<510>			fattoche	d descriptive document)	1 1
<600>			[check to li	ndicate certification)	
	100015#e610.pdf		folloched d	escriptive document)	/ /
<610>				10 10 10 10 10 10 10 10 10 10 10 10 10 1	
	Company Price Offerings (voice)			ttoched worksheet)	111111
	Company Price Offerings (broadband)			Itached worksheet)	· milli
	Operating Companies and Affillates Tribal Land Offerings (Y/N)?			ittoched worksheet)	THE PARTY OF
	Voice Services Rate Comparability 1010 Voice Service Rate Comparability.pdf			dicate certification)	
<1010>			(attach de	scriptive document)	
<1100>	Terrestrial Backhaul (Y/N)?		lif not, check to l	ndicate certification)	
<1110>			(complete o	otloched worksheet)	188868
<1200>	Terms and Condition for Lifeline Customers			oltoched worksheel)	1110
	Price Cap Carriers, Proceed to Price Cap Additional I				
<2000>	Including Rate-of-Return Carriers offiliated with Pri	ce Cap Local Exchang		dicate certification)	1 Million
<2005>	Rate of Return Carriers, Proceed to ROR Additional	Documentation Wor	(complete a	Itoched worksheet]	
<3000>				dicate certification)	WILLIAM.
<3005>			(complete a	ttached worksheet)	688886

DOM: NO	rvice Quality improvement Reporting illection form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	100015	
<015>	Study Area Name	CONCUSTY SERVICE	
<020>	Program Year	2015	
<030>	Contact Name - Person USAC should contact regarding this data	Earbara Galardo	
035>	Contact Telephone Number - Number of person Identified in data line <030>	2075354126 ext.	
<039>	Contact Email Address - Email Address of person Identified in data line <030>	pop. inlogrishedralagd	
110>	Has your company received its ETC certification from the FCC? If your answer to Une <1100 is yes, do you have an existing \$54.202(a) *5	(yes/no) O O	
<111>	year plan* filed with the FCC?	(yes/no) O O	
<112>	report, on line <112> delineating the status of your company's existing § 54.202(a) *5 year plan* on file with the FCC, as it relates to your provision of voice telephony service. Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your of CETC which only receives frozen support, your progress report is only required to address voice telephony service.		ty Teptonoment Tapoutlog.p3E
	Please check these boxes below to confirm that the attached documents(s), on lin 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54,202(s). The information shall be submitted at the wire center level or census block as appropriate.	ue .	Name of Attached Document
<113>	Maps detailing progress towards meeting plan targets		
114>	Report how much universal service (USF) support was received		
115>	How (USF) was used to Improve service quality		
116>	How (USF)was used to improve service coverage		
117>	How (USF) was used to Improve service capacity		
118>	Provide an explanation of network improvement targets not met		

Care 1

| (200) Service Oatage Reporting (Voice) | FCC Form 481 |
| Oata Collection Form | OAMS Control No. 3660-085/OAMS Control No. 3660-0819 |
| Add Y 2013 |

<010>	Study Area Code	100915
<015>	Study Area Name	COMMITT SERVICE
<030>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Borbara Galard)
<035>	Contact Telephone Number - Number of person identified in data line <030>	2035556126 ext.
<039>	Contact Ernail Address - Ernail Address of person identified in data line <030>	bgslardo#faispoint.com

<a>>	 	ch2o	<0.35	<64>	cc1>	«D	<d><d></d></d>	(4)	«b	SQP .	ch>
NORS Reference Humber	Outage Start Date	Outage Start Time	Outage End Date	Outage End Time	Number of Customers Affected	Total Number of Customers	95.1 Facilities Affected (Yes / No)	Service Outage Description (Check all that apply)	Old This Outage Affect Lituiciple Study Areas (Yes / No)	Service Outage Resolution	Preventative Procedures
								-			

S

			ACC . A TOTAL			And I delighted the	A STATE OF THE STA	Ay 2013	THE STATE OF THE S
010>	Study Area Co				109515				
015>	Study Area Na	me			COMMITTY	CIVICE			
020>	Program Year				2015	Execution in the second			
0.30>		- Person USAC should have Number - Numb			#arters #a				
035>		Address - Email Addre				sirpoing.com			
701> 70 <i>3</i> >	Residential Lo	cal Service Charge Effi ide Residential Local S	ective Date	1/)/2914 dp	distribution of the second	TORRE TO SA MICE.	ds of the second	· ·
703>	QI.	CARRIER OF	T T	Assemble of the same	Residential Local	CO35	dente. 13 3 and byte miles	Mandatory Extended Area	SUSPENDENCE OF SUBSE
	State	Exchange (ILEC)	SAC (CETC)	Rate Type	Service Rate	State Subscriber Line Charge	State Universal Service Fee	Service Charge	Total per line Rates and Fe
	_		_						
					0	ached worksheet			
			1		- 260 8	ached worksneet			
	-								
			-						
			-	_					
			1						
					-				
	-								
			_	-					
			-		-				

PageS

è	Study Area Code			100035					
s	Study Area Hame			COMMUNITY STRE	ıcz				
0	Program Year			2015					
0		AC should contact regarding t		Barters Galerd					
(S)		r - Number of person Identifi		2075354126 ext					
190	Contact Email Address - En	ud Address of person identif	led in data line <030>	bgalerdosfeleg	mint.com				
1>	de de	100	do	-bi-	10	T dis	dis	edja	dh dh
	State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rate and Fees	Broadband Senfce- Download Speed (Mbps)	Broadband Service - Upload Speed (Mbpe)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached (select)
	3,5,10	- Committee Princip		1117		10000	Cyntae Special (moga)	(00)	
			- Day			75			
			1	0					
				- See attac	nea-				
			1	worksheet -	-				
			+		-				
	_		-				_		
			-	_					
			-	_					
								Da	
				Access to the second					

00) Operating Companies = ata Collection Form :			FCC Form 481 OMB Control No. 3060-0986 (OMB Control No. 3060-0819 July 2013
<010> Study Area Code	104015		
<015> Sludy Area Name	oscartusta		
<020> Program Year	1015		
c030> Contact Name - Person USAC should contact regarding this dat			
<035> Contact Telephone Number - Number of person Identified In d.			
c039> Contact Ernail Address - Ernail Address of person Identified In d			
<810> Reporting Carrier Consumity Service Telephone Co			
<811> Holding Company Fatractat Committations, Inc.			
<812> Operating Company Committy Service Telephone Co	arg uny		
	四颗型 智體		and the same
Affiliates		SAC	Doing Business As Company or Brand Designation
	See attac	ched worksheet -	

	bal Lands Reporting section Form	(持) (持)	FCC Form 481 OME Cantrol No. 3069-0 7019 2013	986/OMB Control No. 3060-0919
<010>	Study Area Code		100315	
<015>	Study Area Name		OCHOMOSTIA RESALCE	
<020>	Program Year	-	2015	
<030>	Contact Name - Person USAC should contact regarding this data	_	Berhara Galundo	
<035>	Contact Telephone Number - Number of person Identified in data line <0		2075354125 ext.	
<039>	Contact Email Address - Email Address of person Identified In data line < Tribal Land(s) on which ETC Serves	130>	bgalardolfelrpoint.com	
<920>	Tribal Government Engagement Obligation	_		
	_	_	Name of Attached Document	
fyour	ompany serves Tribal lands, please select (Yes, No, NA) for each these boxes			
to confi	rm the status described on the attached document(s), on line 920,			
demons	trates coordination with the Tribal government pursuant to	Sele	T-00	
6 54.312	(a)(9) includes:	(Yes,f		
	Needs assessment and deployment planning with a focus on Tribal	NA	<u> </u>	
921>		W	200	
922>	Feasibility and sustainability planning:	777	33	
923>	Marketing services in a culturally sensitive manner;	_	 .	
924>	Compliance with Rights of way processes	-	⊣ [
925>	Compliance with Land Use permitting requirements	-	-	
926>	Compliance with Facilities Siting rules	_	-	
927>	Compliance with Environmental Review processes	-	\dashv	
	Compliance with Cultural Preservation review processes	_		
(928>				

010>_	Study Area Code		100015
015>	Study Area Name		COMMITT REVICE
020>	Program Year		2015
30>	Contact Name - Person USAC should contact regarding this data		Perbara Galardo
335>	Contact Telephone Number - Number of person identified in data i		2075754126 ext.
339>	Contact Email Address - Email Address of person Identified in data	line <030>	bgslerdolfairpoint.coa
120>	Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G)		
130>	Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G)		

<010>	Study Area Code		100015
<015>	Study Area Name		COMMITY STRUCT
<020>	Program Year		2015
<030>	Contact Name - Person USAC should contact regarding this data		Barbara Ostordo
<035>	Contact Telephone Number - Number of person identified in data	line <030>	2015356126 ext.
<039>	Contact Email Address - Email Address of person identified in data	line <030	bgalardoxfaireofst.com
<1210>	Terms & Conditions of Voice Telephony Ufeline Plans		100031ea1210.pdf
			Name of Attached Document
<1220>	Unk to Public Website	нттр	://www.tarifia-ret/fairpoint/tigr.aap?cld-)614
or the we	heck these boxes below to confirm that the attached document(s), on line balte listed, on line 1220, contains the required information pursuant to (a)(2) annual reporting for ETCs receiving low-income support, carriers more port:	04.00702	
<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	1	
<1222>	Details on the number of minutes provided as part of the plan,	1	
<1223>	Additional charges for toll calls, and rates for each such plan.		

.....

2000) Pr	Kå Cap Carrier Additional Occumentation	-15	FCCForm 481
ata Coll	ection form		OMB Control No. 3060-0956/OMB Control No. 3050-0819
ncluding	Rate of Return Corriers officiated with Price Cop Local Exchange Corriers	是一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个	My 2013
+010>	Study Area Code	100015	
<015>	Study Area Name	CONCRETT SERVICE	
<020>	Program Year	3315	
<030>	Contact Name - Person USAC should contact regarding this data	Bankara Galerdo	
<035>	Contact Telephone Number - Number of person Identified in data line <030>	2075354126 ext.	
<039>	Contact Email Address - Email Address of person Identified in data line <030>	teslerdotfatreoint.com	
		ca Phase I support, frozen High Cost support, I	figh Cost support to offset access charge reductions, and Connect America Phase II the documents attached below is accurate.
	incremental Connect America Phase I reporting		
<2010>	2nd Year Certification (47 CFR § 54.313(b)(1))		
<2011>	3rd Year Certification (47 CFR § 54.313(b)(2))		
	Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))		-
<201D	2013 Frozen Support Certification		
<2013>	2014 Frozen Support Certification		
(2014)	2015 Frozen Support Certification		
<2015>	2016 and future Frozen Support Certification		
	Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))		
<2016>	Certification Support Used to Build Broadband		
	Connect America Phase II Reporting (47 CFR § \$4.311(e))		
<2017>	3rd year Broadband Service Certification		\vdash
<2018>	5th year Broadband Service Certification		Ħ
<2019>	Interim Progress Certification		land
e2020»	Please check the box to confirm that the attached document(s), on pursuant to § 54.3.13 (a)(3)(i), as a recipient of CAF Phase II support addresses of community anchor institutions to which began provide preceding calendar year.	ine 2021, contains the required informatio shall provide the number, names, and ag access to broadband service in the	^ <u></u>
		1	1
<2021>	Interim Progress Community Anchor Institutions	1	
	and the second second second second second		
		None	Attached Document Usting Required Information
		Marie of	Witernan Powering Princia verlances amprilitation

Page \$1

	ile Df Arbeit Carles f Additional Decuminatation socking form	ACC from 441. GAMB COMPONING, SOND OFFICIARY ACCORDING NO. 2000-0018 ANY 2013
-010-	Stude Ares Code	100015
<015>	Kudy ken Ner 4	COMMITTY SURVICE
4010>	Rogern Yew	2015
4012>	Contact Name - Person USAC should contact regarding this data Contact Telephone Number - Number of person identified in data the 4030s	Parbara Gelando
+013>	Contest Email Address - Email Address of person tight field in data time 40100	2075154126 ext.
	the bover below to auto compliance on its fire year service quality plan (pursus	at a FTER 34 30[2] and, for principly last currier, couring compliance with the fire scholarsporting registers and and fortile is a bid country or experience of a set fortile in a bid country or experience and the form and in the documents attached before its research.
(8010)	Program Report on S Year Has Milester & Confiction (47 CFR § SEA13) (CFR)	
(3011)	Phaza chada this box to confirm that the ettached document(s), on line: § 54.313 (K)(X), the carrier shall provide the number, rumma, and adds providing access to browth and service in the proceeding calendar year.	is mine of Assached between this high place and additional formation 1012 contains the negotived information pursuent to eases of community anchor institutions to which began
(3012)	Consumbly Andreas Constitution (AT COR \$ 54.313//EIXF)	
	la your company a Privately Hadd J.O.R. Carrier (1) CER § 54 \$13(1)(2)] If you, does your company fieth a PLIS annual sepons	Name of Action and Dock more Librit of Anguined Information (Section)
Sease.	sheck these boxes to confirm that the starthed document(s), on line 301	7, contains the impulsed information pursuant to § 54 313(1/2) compliance requires:
	Electronic copy of shelt annual NUS reports (Operating Report for Telecommunications Borto 4 en.)	
(1016)	Document(s) for Balance Sheet, Income Statement and Statement of Ca	IN Floar
(3617)	If the response by mon line 3004, strack your company's RUS amoust sepon and altraquired discurrentation	
	420 CO	No and Americal Document Likely of New York Strictural Con
(ATOL)	#the response to no on the 2014, to your company such add	(rechis) (CAL)
	If the corporate is yet on the 3018, please the children before the to confirm your submittables, on the 3018 purpose to \$ \$4.313(92)2, contains	
130353	Diter a copy of their audited for mobilistatement, or [2] a financial report in a f	ormatics—parable to RUS Operating Report for Telecommunications
MAN	Document(s) for Balance Sheet, Income Statement and Statement of C	ash Flores
10213	Management letter broad by the Independent contilled public accounts in the	gaforned the company's financial audit
	distract process in a constraint of the second state of the second secon	
3033)	Copy of their financial statement which his boom subject to review by an independent certified public accountants or 3) a financial report in a formation positive to 8US Operating Report for Telecommunications Responsi	
(KD1)	Burrowen, Underlying information subjected to a review by an independent centified public accounts is	吕
	Underlying information subjected to an officer certification. Document(s) for Balance Sheet, Income Statement and Statement of G	wh Flores.
1025	Attach the world set Difregopy/redisformation	=

Certification - Reporting Carrier

Data Collection Form

FCC Form 481

OM8 Control No. 3060-0986/OM8 Control No. 3060-0986/OM8 Control No. 3060-0989

<010>	Study Area Code	100015	_
<015>	Study Area Name	COMMUNITY SERVICE	
<020>	Program Year	2015	_
<030>	Contact Name - Person USAC should contact regarding this data	Harbara Galardo	
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo3fairpoint.com	

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or Li Recipients i certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the Information reported on this form and in any attachments is accurate. Name of Reporting Carrier: COMMUNITY SERVICE Signature of Authorized Officer: CERTIFIED ONLINE Date 06/24/2014 Printed name of Authorized Officer: Wike Skrivan Title or position of Authorized Officer: YP Regulatory Telephone number of Authorized Officer: 2075355100 ext. Study Area Code of Reporting Carrier: 100015 Filing Due Date for this form: 07/01/2014 Persons willfully making fairs statements on this form can be positived by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 501[b], or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.

Attachments

FCC Form 481

Line 100- Service Quality Improvement Reporting {47 CFR 54.313(a)(1)}

In the FCC's Public Notice DA 14-951, released May 1, 2014, the FCC waived the requirement for price cap ETCs to file a five-year plan. ¹

We now grant a waiver of this requirement for price cap ETCs for an additional year. Because the Bureau just finalized the Connect America Cost Model, and price cap carriers have not yet had the opportunity to make a state-level commitment for Connect America Phase II, we find that it is not in the public interest to require price cap ETCs to file new five-year plans in 2014 for the same reason as last year: they do not yet know which areas they will be serving in the future.

^{&#}x27;The Public Notice stated, in relevant part:

Community Service Telephone 100015 Line 310

For the period January 1, 2013 through December 31, 2013, Community Service Telephone (SAC #100015) had

Community Service Telephone 100015 Line 330

For the period January 1, 2013 through December 31, 2013, Community Service Telephone (SAC #100015)

Community Service Telephone Company Maine 100015

Line 510: Service Quality Reporting/Consumer Protection Rules Compliance

Northern New England Telephone Operations LLC, hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company complies with service quality and consumer protection provisions under state law. These provisions include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of The Maine Public Service Commission which discloses rates, terms and conditions of service to customers; (2) compliance with state consumer protection provisions relating to Customer Services as identified in the Code of State Regulations, compliance with provisions for Quality of Service as identified in the Code of State Regulations, compliance with Service Objectives as identified in the Code of State Regulations, compliance with customer Inquiry procedure as identified in the Code of State Regulations, compliance with Dispute standards as identified in the Code of State Regulations; (3) compliance with truth-in-billing requirements; and (4) compliance with Federal CPNI rules, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

in establishing this certification in its 2005 ETC Order, the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers." The Commission found that for wireless ETCs, compliance with CTIA's Consumer Code for Wireless Service would satisfy this requirement and that the sufficiency of other commitments would be considered on a case-by-case basis. In this context, the FCC stated, "to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement."

Community Service Telephone Company is not currently under any "formal" Service Quality Reporting. The company does report Service quality metrics on a quarterly basis. This is based on a verbal agreement with the Maine Public Utilities commission (the PUC). The TG companies report quarterly on 5 metrics: The five metrics are – Network Trouble report rate, % troubles not cleared in 24 hours, % install appointments not met, Average delay days for missed appointments, and outages. There are no benchmarks and no consequences for not reaching certain numbers.

If a customer has a concern about their FairPoint Communications' service or billing, he/she can contact repair service, technical support or customer service with information found on their statement. Customers may also contact agencies, through information posted in the phone directory, website, and tariff pages. All consumer complaints whether from Attorney Generals' offices, Public Utility Commissions, Better Business Bureaus, Federal Communications Commission and all other agencies are sent to the FairPoint Communications' Maine office via U.S. Mail or by electronic mail at consumer@fairpoint.com. The complaints are directed to the appropriate responsible Company Team member within FairPoint Communications for resolution and response to the customer.

² Id. at para. 28.

¹ Federal-State Joint Board on Universal Service, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) ("2005 ETC Order").



1 Davis Farm Road Portland, ME 04103 Barney Boynton Director, Operational Risk

Form 481 Line 610: Functionality in Emergency Situations

Business Continuity Plan Overview

Introduction

FairPoint Communications, Inc. ("FairPoint") is committed to maintaining a vigilant state of disaster preparedness for the interests of our customers, stockholders, employees and other critical stakeholders.

The purpose of our Business Continuity Plan (BCP) is to define the disaster preparedness and recovery protocols and procedures required to restore FairPoint's critical business support functions, inside and outside plant systems and operations within FairPoint's operating footprint.

BCP components detail FairPoint's procedures for preparing for and responding to an emergency situation affecting our ability to deliver core services to our customers and our ability to meet legal dictates, and regulatory requirements.

This document discusses the following:

- BCP Scope & Structure
- Recovery Strategies and Logistics
- Plan Maintenance and Exercising

BCP Scope

FairPoint's business continuity response planning is concentrated on two critical operational areas:

- <u>Customer Interfacing</u> It is recognized that a "business impact" only occurs when an <u>external-interfacing</u> element is disrupted. In essence, this means that if FairPoint experiences a disruptive event, but one that does not breach the outer-shell of the FairPoint operation and interrupt critical customer services, customer product or other external end-user, then it does not have a business impact, as defined by the BCP
- Infrastructure Integrity Without critical Infrastructure systems, the ability for all other FairPoint business operations (back/front office) can come to a halt. It is these infrastructure systems that provide the critical human-factor of our customer-interfacing services. Critical infrastructure would address such services / systems as, building space for staff, service utilities, telecom network, IT network, etc.

The BCP has been developed to assure the continuity of critical customer interfacing services and systems should a physical incident or workforce disruption event occur, which affects:

- · IT/IS
- Administrative and Support Operations
- Inside and Outside Plant Operations
- NOC (Network Operations Center)
- E-9-1-1
- Dispatch
- Repair Center

FairPoint has developed response / recovery strategies addressing physically disruptive incidents and workforce related disruptive incidents (i.e., work-stoppage and pandemic). All response strategies are based on recovery time objectives of those department functions and critical infrastructure systems essential to sustain customer interfacing services.



1 Davis Farm Road Portland, ME 04103 Barney Boynton Director, Operational Risk

BCP Structure

The BCP consists of several components:

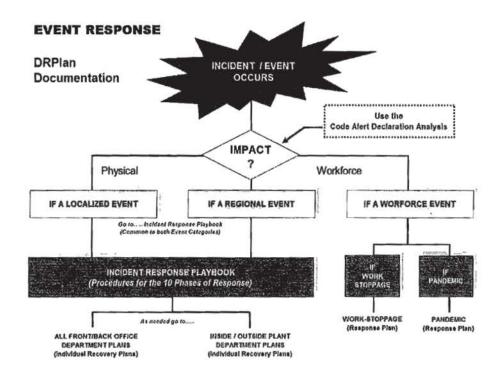
- The BCP Manual (an overview of all BCP documents)
- IR Playbooks (addresses the response procedures for Physical and Workforce related events),
- Appendices (the IR Playbook procedures links to these Resources Files)
- Department Recovery Plans (Business and Plant Operations)
- Business Impact Assessments (Business and Plant Operations)

The Event Response diagram below identifies the overall BCP documentation and how a disruption or incident will dictate which path of the BCP will be followed to restore business operations.

Once the incident or disruption occurs, the impact first needs to be quickly assessed to determine whether it is a physically disruptive event (local or regional) ("Physically Disruptive Event") or a workforce disruptive event (work-stoppage or pandemic) ("Work-Force Related Disruptive Event"). The disruption is always focused on critical business operations and services that can impact customer interfacing / deliverables.



1 Davis Farm Road Portland, ME 04103 Barney Boynton Director, Operational Risk



Recovery Strategies and Logistics

Our BCP is based on the premise that FairPoint cannot stop disasters from occurring, but we can address the IMPACT of incidents should they occur. Where possible we will provide risk mitigation measures that will minimize the likelihood of having a serious disruptive incident but in no case can we eliminate all disruptive possibilities. The BCP is triggered by a Disruption Scenario, not a Threat Scenario. FairPoint pre-plans for potential break-points that can result in a customer interfacing disruption and incorporates recovery strategies that will inherently address any potential threat and any resulting business disruption impact. The actual threat (i.e. fire, flood, etc.) is pertinent only with respect to immediate response activities. All subsequent response efforts are focused on the assessment of damages (physical losses and recovery duration) and the implementation of restoration and recovery strategies. The restoration of the business servicing operations and infrastructure systems is based on salvage, replacement of systems and alternate functionality measures, which are pre-defined in the BCP.

Each department has developed a recovery plan based on its critical operations as they pertain to the deliverables they contribute to our customers. FairPoint has triaged the recovery efforts based on the concept of customer servicing impact. Federal and State regulatory requirements have a high level of consideration in



1 Davis Farm Road Portland, ME 04103

Barney Boynton Director, Operational Risk

addition to the business impact concerns. The BCP goal is to minimize the disruption duration as much as is practical and provide a level of risk mitigation that will maintain critical operations.

The Ten Response Phases of Physical Event are:

- Incident Notification
- Visual Damage Assessment
- Incident Stabilization
- Command Center Initiation
- Initial Notifications to Business Departments to activate plans
- Primary Site Damage Assessments
- Ready Alternate Restoration Sites
- Primary Site Salvage & Recovery
- Business Restoration Process
- Primary Site Re-established

<u>Plan MaIntenance and Exercising</u>
The BCP is a living document. Updates to the plan are ongoing with changes incorporated annually at a minimum. Individual plan components are scenario tested with oversight from FairPoint's Corporate Risk Management Team.

The state of the s	ce Offerings Including Voice Rate Data ection Form	FCC Form 481 . OMB Centrol No. 3069-0986/OMB Centrol No. 3069-0819 . Noly 2013 1
<010>	Study Area Code	Locals
<015>	Study Area Hame	COMMUNITY STATES
<020>	Program Year	3015
<030»	Contact Name - Person USAC should contact regarding this data	Barbara delerás
<035>	Contact Telephone Number - Number of person identified in data line <030>	1079354126 ext.
<035>	Contact Email Address - Email Address of person identified in data line <030>	bgelardoffairpoint.cog
-		byslardsfairpoint, 400

<702> Single State-wide Residential Local Service Charge

State	Exchange (IUEC)	SAC (CETC)	Rate Type	Residential Local Service Rate	State Subscriber Line Charge	State Universal Service Fee	Mandatory Extended Area Service Charge	Total perline Rates and Fe
KK			72	17.12	0.0	0.39	0.0	17.41
KE	AME ANTIDA MASTER		72	10.62	0.0	0.29	0.0	16.91
MZ	Greene-Economy		TA	17.12	0.0	0,39	0.0	17,41
MZ.	Greene-Premium		TR.	10.67	0.0	0.29	0.0	18.91
MZ	Leeds-Economy		FA	17.12	0.0	0.29	0.0	17.41
N.E.	Leeds-Premium		PA	10.62	0.0	0,29	0.0	18.91
ME	EHCPLINIG-KLQUOOA		72	17.12	0.0	0.29	0.0	37.41
rs:	Littatiald-Freeius		ya.	14.67	0.0	0.29	0.0	16.91
NOC	Horizouth-Economy		YZ.	17,12	0.0	0.29	0.0	17.41
NI	Monzouth-Prealun		13	34.62	0.0	0.29	0.0	18.91
N.S.	Mr. Vernca-Ecocomy		12	17.12	0.0	0,29	0.0	17.41
NZ	RC. Varnon-Frenchin		ra	18.62	0.0	0,29	0.0	18.91
N.S.	Winthrop-Econory		TR.	17.12	0.0	0.29	0.0	17.41
P.S.	Winthrop-Preslux		52	38.42	0.0	0.29	9.0	18.91
_								
_				-				

>	Study Area	Code			100015				
	Study Area				CONTRACTO SERV	AICE			
	Program Ye				2015				
>	Contact He	me - Person USAC shoul	d contact regarding	this data	Barbaca Galare	do			
5>	Contact Tel	lephone Humber - Humi	er of person identi	fled in data line <030>	2075354126 43	t			
) >	Contact Em	uit Address - Emait Addr	ess of person Ment	ified in data line <030>	hgalardolfairg	point.coa			
	100 F.7 10	sab (1)	40	AT 333 (AZE 193	o edlo	The state of		Talenta Control	466
D	State	Exchange (LEC)	Residential Rate	State Regulated Fees	Total Rates and Fees	1	Broadband Service Upload Speed (Mbps	Usage Allowance	Usage Allowance Action Taken
				144	Zilo 1 CEP	1000 E - 1	Chosa speco (misps		ind an interest to
ш									
и									
П									
1									
г									
T.									
Γ.									
Г.									
Г.									
Γ.									
Г.									
П									
Γ.									
Г.									
Г.									
Г.									
Г.									
Г.									
Г.									
Γ.									
Г.									
Γ.									
100									
L									
L									

	erating Companies lection Form			SCC Form 481 OAIB Control No. 1000-0985/Olds Control No. 3060-0819 Auty 2013
<010>	Study Area Code	100015		
<015>	Study Area Name	CHINNED	SERVICE	
<020>	Program Year	2015		
<030>	Contact Name - Person U	SAC should contact regarding this data Eachers of	hlueda	
<035>	Contact Telephone Numb	per - Number of person identified in data line <030> 207535412	6 ext.	
<039>	Contact Email Address - E	mail Address of person Identified in data line <030> tgalerdos	fatrpoint.com	
<810>	Reporting Carrier	Consumity Service Telephone Company		
<811>	Holding Company	PairPoint Communications, Inc.		
<812>	Operating Company	Community Service Telephone Company		
<813>	Parker just a	als als	THE WAS THE	w w
		Affiliates	SAC	Doing Business As Company or Brand Designation
	BB Mobile	Communications, Incorporated		dba FairPoint Long Distance
	Bentleyvil.	le Communications Corporation	170145	dba FairPoint Communications
	Berkshire	Cable Corp.		dba FairPoint Long Distance
	Berkshire	Cellular, Inc.		
	Berkshire !	New York Access, Inc.		
	Berkshire '	Telephone Corporation	159373	dba PairPoint Communications
		Telecom, Inc.	462192	dba PairPoint Communications / Big Sandy Telecom, In
		elephone Company	411405	dba FairPoint Communications
		unications, Ltd.		
10		& Erie Communications, Inc.		dba PairPoint Long Distance
		and Brie Telephone Corporation	152978	dba FairPoint Communications
		phone Company	100000	dba PairPoint Communications ? China Telephone Compa
		elephone Company	431591	dba PairPoint Communications
1	Columbine Telecon Company (f/k/a Columbina Acquisition Corp.			dba FairPoint Communications / Columbine Telecom Coupany
- 6		rove Telephone Company	100104	dba FairPoint Communications
57	COM Network			
13	Comerco, I			dba FairPoint Long Distance
16		Service Telephone Co.	100016	dbs PairPoint Communications ? Community Service Telephone Co.
9		ications, Inc.	_	the Malabalan Lang Blatana I din Lang Mil
- 1		istance, Inc.	+	dba FairPoint Long Distance / C-R Long Distance, Inc
9		one Company	241609	dba FairPoint Communications / C-R Telephone Company dba FairPoint Long Distance / El Paso Long Distance Company
1		ng Distance Company	-	dba FairPoint Communications
	RITENSPURG	Telephone Company	137417	doa raitroine communications

15 3 4 19 19 1	erating Companies lection form			FCC form (8) CMB Control No. 3060-0986/0MB Control No. 3060-0819 July 2013				
<010»	Study Area Code		100015					
<015>	Study Area Name		CONSTRUCT SERVICE					
<020×	Program Year		1015					
<030>	Contact Name - Person L	JSAC should contact regarding this data	Srbers Galerdo					
<035>	Contact Telephone Numi	ber - Number of person identified in data Ene <030>	075354126 ext.					
<039>	Contact Email Address -	Email Address of person identified in data line <030>	galandosfairpoint.com					
<810>	Reporting Carrier	Community Service Telephone Company						
	Holding Company	PairPoint Communications, Inc.						
<812>	Operating Company	Congunity Service Telephone Company						
(813)		Affiliates	SAC	Doing Business As Company or Brand Designation				
		q Distance Corp.		dba FairPoint Long Distance				
	Enhanced Co	emunications of Northern New Engl	and Inc.					
	ExOp of Mi	ssouri, Inc.		dba FairPoint Communications				
		Broadband, Inc.		dba FairPoint Communications				
		Business Services LLC						
		Carrier Services, Inc.						
		Communications Missouri, Inc.	421472	dba FairPoint Communications				
		ogistics, Inc. (f/k/a MJD Capital	Corp.)					
		Vermont, Inc.		dba FairPoint Communications				
		Independent Telephone Compan	y 305618	dba FairPoint Communications				
		Long Distance Company		dba PairPoint Long Distance				
		tions, Inc. (f/k/a TPG Communications,						
	GTC, Inc.		210291	(Plorala) dba FairPoint Communications				
	GTC, Inc.		210329	(Perry) dba FairPoint Communications				
		phone Company	100025	dba FairPoint Communications ? Maine Telephone Compa				
		nd Scenery Hill Telephone Com	pany 170185	dba FairPoint Communications				
	Marianna T			dba FairPoint Long Distance				
- 3	MJD Servic			 				
	MJD Ventur	es, Inc. Fingland Telephone Operations LL	Nata	de netende a constant				
		# England Telephone Operations LL		dba FairPoint Communications				
		Telephone Company of Maine, I		dba FairPoint Communications 60e FairPoint Committee 7 Northland Telephone Company of Maine, Inc. Maine				
		hone Exchange, Inc.	10 . 103313 343665	dba FairPoint Communications / Odin Telephone Exchange, Inc.				
	Outil Teleb	none Exchange, Inc.	341082	the fact of the control of the contr				

(800) Operating Companies Bata Collection Form		FCC Form 481. Ohi8 Control No. 3060-0986 / Ohi8 Control No. 3060-0919 hely 2013

<010>	Study Area Code		100016
<015>	Study Area Name		CONCUSTIVE SERVICE
<0.20>	Program Year		2015
c030>	Contact Name - Person I	ISAC should contact regarding this data	Etrbare Galardo
<035>	Contact Telephone Num	ber - Number of person identified in data line <030>	20/5354124 est.
<039>	Contact Email Address -	Email Address of person identified in data line <030>	bgslandsite(rpolet.com
<810>	Reporting Carrier	Commity Service Telephone Company	
<811>	Holding Company	FairFoint Commitentions, Inc.	
	Occupation Company	Committy Service Telephone Company	

Affiliales	SAC	Doing Business As Company or Brand Designation
Orwell Communications, Inc.		dba FairPoint Long Distance
Orwell Telephone Company	300649	dba FairPoint Communications
Peoples Mutual Long Distance Company		dba FairPoint Long Distance
Peoples Mutual Telephone Company	190244	dba FairPoint Communications
Quality One Technologies, Inc.		dba FairPoint Long Distance
Ravenswood Communications, Inc.		
Sidney Telephone Company	103333	dba FairPoint Communications 7 Sidney Telephone Company
ST Enterprises, Ltd.		
ST Long Distance, Inc.		FairPoint Long Distance (Kansas, Colorado, Oklahoma)
ST Long Distance, Inc.		PairPoint Long Distance / ST Long Distance, Inc. (Illinois)
ST Long Distance, Inc.		PairPoint Communications Long Distance (Missouri)
St. Joe Communications, Inc.	215339	dba PairPoint Communications
Standish Telephone Company	100025	dba FairPoint Communications ? Standish Telephone Compan
Sunflower Telephone Company, Inc.	(61835	dba FairVoint Communications/Sunflower Telaphone Company, Inc. (Colorad
Taconic Technology Corp.		
Taconic TelCom Corp.		dba FairPoint Long Distance
Taconic Telephone Corp.	350006	dba FairPoint Communications
Telephone Operating Company of Vermont LLC	145115	dba FairPoint Communications
The El Paso Telephone Company	241004	dba FairPoint Communications
UI Long Distance, Inc.		dba FairPoint Long Distance
Unite Communications Systems, Inc.		PairPoint Communications
Utilities, Inc.		dba FairPoint Communications (Maine)
Utilities, Inc.		dba FairPoint Utilities (New Hampshire)

Data Coli	erating Companies lection Form			(1) (1) 建		FCC Form 481 DMS Control No. 30X0-0586/DMS Control No. 30X0-0519 hely 2013		
<010>	Study Area Code	1-14-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-	100015					
<015>	Study Area Rame		CONSTITUTE OF	EXVICE				
<020>	Program Year		2015					
<030>	Contact Name - Person US	AC should contact regarding this data	Partaca Gele	ecto				
<035>		er - Number of person identified in data line <030>	2075354126	ext.				
<039>	039> Contact Email Address - Email Address of person Identified in data line <030>			impoint.com				
<018>	Reporting Carrier	Community Service Telephone Company						
<811>	Holding Company	Taigfoint Corrumications, Inc.						
<812>	Operating Company	Consumity Service Telephone Corpany						
<813>	RETAIN TO	db	NOT NOT	Total Sales				
		Affiliates		SAC		oing Business As Company or Brand Designation		
	YCOM Networ	rks Inc.		522453	dba Fair	Point Communications		
0.9								
-					-			

FCC FORM 481

Line 1010 - Voice Service Rate Comparability

The pricing of the company's voice services is no more than two standard deviations above the applicable national average urban rate for voice service, as specified in the most recent public notice, FCC DA14-384 released on March 20, 2014.

For Rates See Attachment: (700) Company Price Offerings (voice)

. 10.00

Community Services Telephone Company provides a Lifeline Program discount for residence service for eligible low income customers. The Lifeline Program discount is applied to any month to month residence local service, package or bundle offering. The discount is intended to offset the Subscriber Line Charge and local line charge, although eligible packages and bundles may have toll calling included in the pricing for the offering.

The Catalog and Tariff pages outlining the terms of the Lifeline Program in Community Services Telephone Company are attached. The terms and conditions of residential basic local exchange service, package and bundle offerings can be found at http://www.tariffs.net/fairpoint/tier.asp?cld=1644.

COMMUNITY SERVICE TELEPHONE CO. d/b/a FAIRPOINT COMMUNICATIONS

Maine Catalog Section 2 First Revised Page 17 Cancels Original Page 17

SECTION 2 - GENERAL REGULATIONS, (Cont'd.)

2.15 LifeLine Service Program

The Company shall provide Lifeline service as defined in 47 C.F.R. § 54.401 (a) on a nondiscriminatory basis to all qualifying low-income customers. The Company's Lifeline service offering shall comply with all applicable federal and state laws, including, but not limited to 47 C.F.R. Part 54, Subpart B; the FCC's Lifeline reform order (Report and Order released February 6, 2012, WC Docket No. 11-42, et.al) and any subsequent clarifying orders.

2.16 Enhanced Universal Emergency Number Service - E911 Surcharge

An Enhanced Universal Emergency Number Service (E911) surcharge as provided in 25 MRSA Section 2927 (1-A), applies per month to each residence and business telephone exchange line, including PBX trunks and Centrex lines, Public access Smart Line (PASL) and public access lines in addition to the monthly rates for these lines specified elsewhere in the tariff. The surcharge shall not be imposed upon more than 25 lines per Customer billing account.

2.17 School and Library Fund Surcharge

A School and Library Fund Surcharge applies per month as a percentage to each residence and business Customer's bill for all intrastate retail charges for telecommunications service. The surcharge percentage shall be as directed by the Maine Public Utilities Commission.

T

(C)

COMMUNITY SERVICE TELEPHONE COMPANY d/b/a FAIRPOINT COMMUNICATIONS

Maine Catalog Section 7 First Revised Page 16 Cancels Original Page 16

SECTION 7 - AUXILIARY EXCHANGE SERVICES (Cont'd.)

7.4. TOLL RESTRICTION SERVICE*

A. GENERAL

- Toll Restriction Service is offered with one-party exchange service (except PBX trunk lines) in suitably-equipped central offices to the extent that existing facilities are available.
- If a Customer's local serving office is not suitably equipped, Toll Restriction Service can
 be furnished on a Foreign Exchange Service Basis, subject to the availability of facilities.
 Rates and Charges as specified in this teriff for Foreign Exchange Service would apply.
- Lifeline customers may elect toli restriction that will block all MTS call altempts, including 14, 04, and 0- calls as well as collect and/or third number calls to their particular number. There will be no initial connection charge or monthly charge for this service to Lifeline customers.

B. DESCRIPTION

Toll Restriction Service comprises the following optional features which are available individually or in any combination.

ORIGINATING NUMBER SCREENING

- DIRECT DIALED SCREENING -blocks all directly-dialed toll calls except calls to 800
 numbers. Directly dialed calls to Directory Assistance are denied. Toll and Directory
 Assistance calls may be placed on an operator-handled basis. This feature is offered only
 in exchanges where suitable facilities exist.
- OPERATOR NUMBER SCREENING-alerts the operator that operator-handled toll calls
 and operator-handled Directory Assistance calls may not be billed to the originating
 number. Calls may be placed on a calling card, collect or charge to a third number basis.
- TERMINATING NUMBER SCREBNING -alerts the operator throughout the country
 that collect and/or bill-to-third number calls cannot be billed to that particular number.
 Terminating Number Screening is available individually as well as in a combination of
 services at the same price,

*Available with POLR service

Issued Date: November 21, 2012

Community Service Telephone Company D/B/A FairPoint Communications Provider of Last Resort Service Schedule of Terms and Conditions Part A Section 6 Page 2 Original

RESIDENTIAL ECONOMY AND PREMIUM SERVICE (Cont'd)

- 6.3 Regulations Concerning Residential Economy and Premium Service
 - A. Calls Outside the Economy Calling Area Residential Economy Service Customers may make local calls from their Home Exchange to the Premium Exchanges included in Section 6.4.A at a per-minute rate. The per-minute rate for such calls is set forth in Part M, Section 3 of this Tariff. Calls made from the Home Exchange to locations within the State of Maine, other than those listed in Section 6.4.A are billed to the Customer at the applicable intrastate Toll Rates.
 - B. <u>Calls Outside the Premium Calling Area</u> Calls made from the Home Exchange to locations within the State of Maine, other than those listed in Section 6.4.A are billed to the Customer at the applicable intrastate Toll Rates.
 - C. Changes in Calling Areas The Customer's initial selection of either the Economy Calling Area Service offering or the Premium Calling Area Service offering is without charge. Subsequent changes by the Customer are subject to the applicable Service Order Charge as identified in this Tariff. If only one Calling Area Service offering is available for an Exchange, the Customer will automatically be classified under the available service offering and no charge will apply.
 - Rates The applicable rates for the Company's Residential Premium Service are listed in Part M, Section 3 of this Tariff.
 - E. <u>Lifeline</u> The Company shall provide Lifeline service as defined in 47 C.F.R § 54.401 (a) on a non-discriminatory basis to all qualifying low-income Customers. The Company's Lifeline service offering shall comply with all applicable federal and state laws, including, but not limited to, 47 C.F.R. Part 54, Subpart E; the FCC's Lifeline reform order (Report and Order released February 6, 2012, WC Docket No. 11-42, ct. al) and any subsequent clarifying orders.
 - F. Municipal Calling Service Customer shall receive toll free calling, where practicable, to any other customer of a Provider of Last Resort within the municipality in which the Customer resides so long as Customer is utilizing an intralata toll provider for whom Company provides billing to the Customer. In the event Customer is charged by an intralata toll provider for whom Company provides billing to the Customer for a call to a Provider of Last Resort customer within the municipality in which Customer resides, Company shall remove any charges associated with any such municipal calling from the Customer's bill, when notified by the Customer.

Issued Date: August 22, 2012 Proposed Effective Date: August 30, 2012

Effective Date:

Michael C. Reed State President - ME

Docket No. 2012-00391



June 30, 2014

Connect America Fund, WC Docket No. 10-90

REDACTED - FOR PUBLIC INSPECTION

C-R Telephone Company

		n again the second	Between t	
FCG-FO	in B) Contrambility will a			go or sayd Marcantlol No. 5 (codd) (s.a
The Marie	Date collection forms			
<010>	Study Area Code	341009		
<015>	Study Area Name	C-R TEL CO		
<020>	Program Year	2015		
<030>	Contact Name: Person USAC should contact		-	
_	with questions about this data	Sarbara Galardo		
<035>	Contact Telephone Number: Number of the person Identified in data line <030>	2075354126 ext.		
<039>	Contact Email Address: Email of the person identified in data line <030>	bgalardo@fairpoint.	603	
				54 319 21 254 422 2
ON NUE	OREPORTING FOR AUCENDIERS			Conjudent Constitutor School School
				(check box when complete)
	Service Quality Improvement Reporting		(complete accoched worksheet)	7
<210>	Outage Reporting (voice)		(complete attached worksheet)	
	TO SOUTH AND A CONTROL OF THE PARTY OF THE P	outages to report		· (4)11/1/
<300>	Unfulfilled Service Requests (voice)			
<310>	Detail on Attempts (voice)			11111
			(attach descriptive	documenty
				V 255555
<320>	Unfulfilled Service Requests (broadband)	, g		- 311111
The Contract of Contract				1144AN
<330>	Detail on Attempts (broadband)		futtach descripth	
				ADE 03
<400>	Number of Complaints per 1,000 customers (voice)			
<410>	Fixed			V V
<420> <430>	Mobile To.o Number of Complaints per 1,000 customers (broad)	(bocc		Chanasa
<440>	Fixed			- CHILLIA
<450>	Mobile 0.0			
<500>	Service Quality Standards & Consumer Protection Ru	iles Compliance	(theck to indicate certification)	
	34100911510.pdf			
<510>	1		(attached descriptive document)	V V
	1			
]	
<600>	Functionality in Emergency Situations 3410091L610.pdf		(theck to Indicate certification)	
	1			
			foltoched descriptive document)	
<610>	1			
<700>	Company Price Offerings (voice)		(complete attached weeksheet)	- Wille
	Company Price Offerings (broadband)		(complete attached worksheet)	- MILLE
	Operating Companies and Affiliates		(complete attached worksheet)	V V
	Tribal Land Offerings (Y/N)?	ter	rs, complete attached worksheet)	
<1000>	Voice Services Rate Comparability 1010 Voice Service Rate Comparability.pdf		(check to Indicate certification)	(38384)
	1111			
<1010>			(attach descriptive document)	- SHILL
<1100>	Terrestrial Backhaul (Y/N)?	19	not, theck to indicate certification)	· 111111
<1110>			(complete attached worksheet)	THEFT.
	Terms and Condition for Lifeline Customers		(complete attached worksheet)	331313
	Price Cap Carriers, Proceed to Price Cap Additional D	Ocumentation Works		120000000000000000000000000000000000000
	Including Rate-of-Return Carriers offiliated with Prin			
<2000>		e ventro #er edit una militari (#17)	(check to indicate certification)	· Mille
<2005>			(complete attached worksheet)	- Hilli
<3000>	Rate of Return Carriers, Proceed to ROR Additional I	Jocumentation Work	(check to indicate certification)	1888488
<3005>			(complete attached worksheet)	Milit

Data Co	rvice Quality Improvement Reporting	ACC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	341009
<015>	Study Area Name	C-R TEL CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardoffairpoint.com
<110>	Has your company received its ETC certification from the FCC?	(yes / no) O •
<111>	If your answer to Line <1.10> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes/no) O O
<112>	If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service. Attach Five-Year Service Quality Improvement Plan or, in subsequent years,	112 Service Quality Improvement Reporting.pdf
	your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your of CETC which only receives frozen support, your progress report is only	ompany is a
	required to address voice telephony service.	
	Please check these boxes below to confirm that the attached documents(s), on lit 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.	Name of Attached Document
<113>	Maps detailing progress towards meeting plan targets	
<114>	Report how much universal service (USF) support was received	
<115>	How (USF) was used to improve service quality	
<116>	How (USF)was used to improve service coverage	
<117>	How (USF) was used to improve service capacity	
<118>	Provide an explanation of network improvement targets not met in the prior calendar year.	

ontact Teleph	- Person USAC	should contact	t regarding this		C-R TEL CO						
ontact Name ontact Teleph	hone Number -		t regarding this								
ontact Teleph	hone Number -		t regarding this		2015						
		Number of per		data	Barbara Gal						
ontact Email	Address - Email		rson Identified	in data line 🕸	30> 2075354126	ext,					
		Address of pe	rson identified	in data line <0	30> bgslarde@fa	irpoint.com					
<0>	<b2></b2>	<b2></b2>	<b3></b3>	<b4></b4>	<c1></c1>	<c2></c2>	<d>></d>	<e></e>	Ф.	40	<h>></h>
NORS Reference Number	Outage Start Date	Outage Start Time	Outage End Date	Outage End Time	Number of Customers Affected	Total Number of Customers	911 Facilities Affected (Yes / No)	Service Outage Description (Check all that apply)	Affect Multiple Study Areas (Yes / No)	Service Outage Resolution	Preventati Procedure
-	NORS reference	NORS reference Outage Start	NORS deference Outage Start Outage Start	NORS Outage Start Outage Start Outage End	NORS reference Outage Start Outage Start Outage End Outage End	NORS leference Outage Start Outage Start Outage End Outage End Number of	NORS Reference Outage Start Outage Start Outage End Outage End Outage End Customers Affected Total Number of	NORS Reference Outage Start Outage Start Outage End Outage End Outage End Outage End Time Outage End Customers Affected Total Number of Affected	NORS Inference Outage Start Outage Start Outage End Out	NORS Reference Outage Start Outage Start Outage End Outage End Outage End Time Outage End Time Customers Affected Total Number of Affected Description (Check Study Areas	NORS Reference Outage Start Outage Start Outage End Outage End Outage End Time Outage End Time Customers Affected Total Number of Affected Description (Check Study Areas Service Outage

159/275 (40)	os Officinas malaima voice Patro Dalai Batton Torm	1,500 F57(m 15)1 0.00 Comp. 250 1,500 C985(O) (10 Control Co. 2,000 - 2,000 -
開和		
<010>	Study Area Code	341009
<015>	Study Area Name	C-R 7EL CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person Identified In data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	boalordo@fairpoint.com
<701>	Residential Local Service Charge Effective Date 1/1/2014	
<702>	Single State-wide Residential Local Service Charge	

				Residential Local			Mandatory Extended Area	
State	Exchange (ILEC)	SAC (CETC)	Rate Type	Service Rate	State Subscriber Une Charge	State Universal Service Fee	Service Charge	Total per line Rates and
		-						-
	 	-						
	1	1		-				1
				- See at	tached worksheet			
				000 0	Notifica Harristot			
	 	-						
	+	+		 	 			
	 							1
		-						
		-						

	47115 State	- 1 1	<035> Contact Telephone Nu	-1-	1	4010> Study Area Code	() () () () () () () () () () () () () (
	State Regulated Fees Total Rate and Fees (Mbps) Upload Speed (Mbps) (GS	Contact Email Address - Email Address of person identified in data line 4980-	Contact Name - retson USAC should contact regarding this data line <030>				
	Residential Rate	fied in data line 4030>	ind in data line 4030>				
See attached worksheet	State Regulated Fores	bgalardo@fairpoint.com	2075354126 ext.	2015	00 TET 8-0	341009	
Hed.	Total Rate and Fees	oint.com	. 10				7.
	Broadband Service - Download Speed (Mbps)						
	Broadband Service - Upload Speed (Mbps)						
							81 15 15 15 15 15 15 15 15 15 15 15 15 15
	Ubago Allowance Action Taken When Umik Reached (select)						

(800) Op Data Col	eratine Companies () ection Form						0813 0813 1331			
<010>	Study Area Code		341009		K)					
<015>	> Study Area Name			C-R TEL CO						
<020>	> Program Year									
<030>	Contact Name - Person USAC should contact regarding this data			rdo						
<035>		per - Number of person identified in data line <030>	2075354126 ex	d.						
4039>	Contact Email Address - E	mail Address of person identified in data line <030>	bealerdoffal	rpoint.com						
<810b	Reporting Carrier	C-R Tel Co.								
<811>	Holding Company	PairPoint Communications, Inc.								
<812>	Operating Company	C-R Tel Co.								
<813>				用性 则以为发现 结似						
		Affiliates		SAC	Doing Busines	s As Company or Brand Designation				
19	The second second		THE REAL PROPERTY.			TO BE THE PERSON OF THE PERSON				
	7				modernia de la companya de la compa					
	2-10-00 - 00 - 00 W - 00									
			 See atta 	sched worksho	et –					
	The state of the s					***************************************				
3										
			-							
25										
9										
85										
23										

	all has Reporting 1 17 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	refermina OME zamakia kosoco seyaku camakia 2000-2015 Omensi in diposesi alamakia 1900-2015					
<010>	Study Area Code	341609					
<015>	Study Area Name C-R TEL CO						
<020>	Program Year	2015					
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo					
<035>	Contact Telephone Number - Number of person identified in data line	<030> 2075354126 ext.					
<039>	Contact Email Address - Email Address of person identified in data line	<030> bgelerdoPfaispoint.com					
<910>	Tribal Land(s) on which ETC Serves						
<920>	Tribal Government Engagement Obligation	Name of Attached Document					
If your o	ompany serves Tribal lands, please select (Yes, No, NA) for each these boxes						
to confir	rm the status described on the attached document(s), on line 920,						
demons	trates coordination with the Tribai government pursuant to	Select					
§ 54.313	3(a)(9) includes:	(Yes,No,					
<921>	Needs assessment and deployment planning with a focus on Tribal community anchor institutions.	NA)					
<922>	Feasibility and sustainability planning;						
<923>	Marketing services in a culturally sensitive manner;						
<924>	Compliance with Rights of way processes						
<925>	Compliance with Land Use permitting requirements						
<926>	Compliance with Facilities Siting rules						
<927>	Compliance with Environmental Review processes						
<928>	Compliance with Cultural Preservation review processes						
<929>	Compliance with Tribal Business and Licensing requirements.						

(2) (2) (2) (3) (4) (4) (4) (4) (4) (4) (4) (4) (4) (4	Terrestrial Backhaul Reporting	CC Form/431
<010>	Study Area Code	112 1200 525 1400 120 120 120 120 120 120 120 120 120 1
<015>	Study Area Name	341009 C-R TEL CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbata Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardoffeirpoint.com
<1120>	Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G)	
<1130>	Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G)	5 _{ja} ,